



Philip L. Browning
Director

COUNTY OF LOS ANGELES

Child Support Services Department



May 5, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Philip L. Browning 
Director

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT

This is to notify you of my intent to request the Internal Services Department (ISD) to execute Work Orders issued under the Information Technology Support Services Master Agreement (ITTSSMA) to obtain contractual staff for the Child Support Services Department Information and Technology Division in order to continue modifications and refinements as necessary to our existing automated system and to continue the operation of the ACSES Replacement System (ARS), our child support case management system, which now includes the caseloads of Orange and San Diego Counties. The requested Work Orders, in aggregate, total \$ 2,509,319. There is no net County cost as this budget item is fully funded by state and federal funds.

BACKGROUND

In February 1995, the ACSES Replacement System (ARS) was implemented to assist in improving our efficiency and effectiveness in managing our child support caseload. With the technical and programming assistance from contractual staff obtained through the ITSSMA, the system has continued to successfully perform as it has been designed to do. The ARS system registered collections of over \$465 million last year, an increase of 7.7 percent from the preceding fiscal year. The ARS system assisted the Los Angeles Child Support Services Department to manage almost 500,000 cases, which represents approximately 25 percent of the statewide child support caseload. Following the selection of ARS by the California Department of Child Support Services as the host child support automation system for Orange and San Diego Counties and the conversion of those counties' caseloads to ARS, our system has successfully supported approximately 43 percent of the entire state's child support cases since April 2002.

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In addition to the maintenance and operation of ARS, our technology staff performs database administration, architects ARS components and supports a number of third-party software products. Just as importantly, IT staff provides support to the ARS Consortium (the ARS steering committee comprised of representatives from Los Angeles, Orange and San Diego Counties), makes State-mandated or approved ARS enhancements, administers the Department's LAN and email system, develops new Lotus Notes and Web applications, maintains computer hardware and software inventories and provides valuable management information and direct customer (end-user) support.

The demands for experienced, qualified technical staff as requested under this ITSSMA procurement has been consistent and will continue through fiscal year 2003-2004. We previously notified you of these work orders in Board Notification Letters dated March 22, 2000, July 9, 2001 and May 10, 2002.

SCOPE OF WORK

The Work Orders shown on the attached list will support the following projects in this department :

- NT Server Backup System Replacement
- Network Strengthening and Isolation
- JetForms
- Bar Coding
- CS1257 Reconciliation Report
- California Insurance Intercept Program (CIIP)
- CalWIN Interface
- Federal Case Registry (FCR) Enhancements and Refinements
- California Parent Locator Service (CPLS) Response Refinements
- IEVS Automated Interface
- Automated Enforcements
- Case Closure Augmentation
- Integrated Voice Response (IVR) System Upgrade
- Human Resources Suite of Applications

These projects are essential to maintain the ARS child support case management system, comply with state and federal reporting and program requirements, facilitate LAN administration, strengthen computer security, maintain services levels to Consortium members, enhance customer service to our constituents and support

departmental administrative functions. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

JUSTIFICATION

We have aggressively sought to hire County personnel to fill our vacant technology positions; however, our best efforts have been unsuccessful. While we have filled some vacant automation positions, we still experience extreme difficulties in recruiting qualified staff. Consequently, CSSD currently uses contract staff under ITTSSMA Work Orders to supplement its existing IT staff. Several of these contract staff perform highly specialized, technical and database functions and have extensive knowledge of ARS. Most of them assisted in its design, development and implementation. Combined, they have a number of years of experience working with the department and a sophisticated understanding of our business processes and procedures. Additionally, these contractors have acquired specific working knowledge of our technical infrastructure and network topologies.

The Department recognizes that a reliance on contract staff is problematic, but the inability to attract comparably qualified permanent replacements with available items remains a reality. This is especially true for staff performing database administration, systems programming, or Call Center support. Moreover, several exams have been posted (many continuously) in an effort to locate qualified candidates.

To date, we have had very limited success with these exams and have been largely unable to replace contract staff with permanent employees having the requisite skill sets and desirable experience relating to our business functions and processes.

The services received under the Work Order is essential to the effective functioning of our department. We rely heavily on automation to manage our massive caseload, locate parents and their assets through interfaces with other federal, state and local databases and for communication within our department and with other jurisdictions. Further, ARS requires constant refinements and modifications to keep pace with regulatory changes and the ever-evolving needs of the department. Hence, having experienced contract staff with first-hand knowledge of our operations and business systems is necessary to avoid the slowdown in work or the delay in collecting and distributing child support for the children and families of the County.

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FISCAL IMPACT

Because our efforts to hire County personnel for the vacant positions have not been successful, we have augmented existing staff through ITSSMA. The total amount of the Work Orders for the 2003-04 Fiscal Year is \$2,509,319. The amount to be expended for the Work Order will be fully offset by state and federal revenue. There is **no net County cost**.

CLOSING

Pursuant to the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two weeks, the department will instruct ISD to proceed with the ITSSMA work orders. If you or your staff has any questions or comments, please don't hesitate to contact me or Lisa Garrett of my staff at (323) 889-2787.

PLB:lg

Attachment

c: Executive Officer, Board of Supervisors
 Chief Administrative Officer
 County Counsel
 Interim Director, Internal Services Department

NOTED AND APPROVED:

JON W. FULLINWIDER
Chief Information Officer

**CHILD SUPPORT SERVICES DEPARTMENT
MASTER AGREEMENT WORK ORDERS
FISCAL YEAR 2003/2004**

Work Order NO.	ITTSMA Vendor	Name	Speciality	Contract End Date	Maximum Contract Amount
N01-0203	Endeavor Systems Consultants, Inc.	Deborah Lomas	Application Developer	6/30/04	\$153,000.00
N01-0201	Endeavor Systems Consultants, Inc.	Albert Saccoccia	Operations Support Analyst	6/30/04	\$130,000.00
N01-0200	Endeavor Systems Consultants, Inc.	Howard Forman	Technical Support Specialist	6/30/04	\$140,000.00
N01-0196	Endeavor Systems Consultants, Inc.	Rimvydas Gričius	Application Developer	6/30/04	\$140,000.00
N01-0198	Endeavor Systems Consultants, Inc.	Paul Elauria	Application Developer	6/30/04	\$140,000.00
N01-0202	Todd Saalman & Associates, Inc.	Todd Saalman	Application Developer	6/30/04	\$160,000.00
N01-0205	Endeavor Systems Consultants, Inc.	Pat Gee	EDP Business Analyst	6/30/04	\$154,000.00
N01-0197	Todd Saalman & Associates, Inc.	George Tozier	Application Developer	6/30/04	\$154,000.00
N01-0195	Endeavor Systems Consultants, Inc.	Paul Jensen	Unisys Systems Programmer	6/30/04	\$184,000.00
N01-0194	Endeavor Systems Consultants, Inc.	Haroon Said	Unisys Systems Programmer	6/30/04	\$170,000.00
N01-0192	Endeavor Systems Consultants, Inc.	Hayward Gee	Unisys Systems Programmer	6/30/04	\$178,000.00
N03-0036	Endeavor Systems Consultants, Inc.	Bob Batson	Database Administrator	6/30/04	\$164,000.00
N01-0193	Endeavor Systems Consultants, Inc.	Barbara Sims	Unisys Systems Programmer	6/30/04	\$178,000.00
N03-0037	Endeavor Systems Consultants, Inc.	Timothy Kunze	Database Administrator	6/30/04	\$172,000.00
N04-0323	Endeavor Systems Consultants, Inc.	Dan Zeller	Lotus Notes Developer	6/30/04	\$167,500.00
N7F-0002	The Engineer's Group	Nadeem Ahmad	Web Developer	6/30/04	\$124,819.00
					\$2,509,319.00